

This Page Is Inserted by IFW Operations  
and is not a part of the Official Record

## **BEST AVAILABLE IMAGES**

Defective images within this document are accurate representations of the original documents submitted by the applicant.

Defects in the images may include (but are not limited to):

- BLACK BORDERS
- TEXT CUT OFF AT TOP, BOTTOM OR SIDES
- FADED TEXT
- ILLEGIBLE TEXT
- SKEWED/SLANTED IMAGES
- COLORED PHOTOS
- BLACK OR VERY BLACK AND WHITE DARK PHOTOS
- GRAY SCALE DOCUMENTS

**IMAGES ARE BEST AVAILABLE COPY.**

**As rescanning documents *will not* correct images,  
please do not report the images to the  
Image Problem Mailbox.**

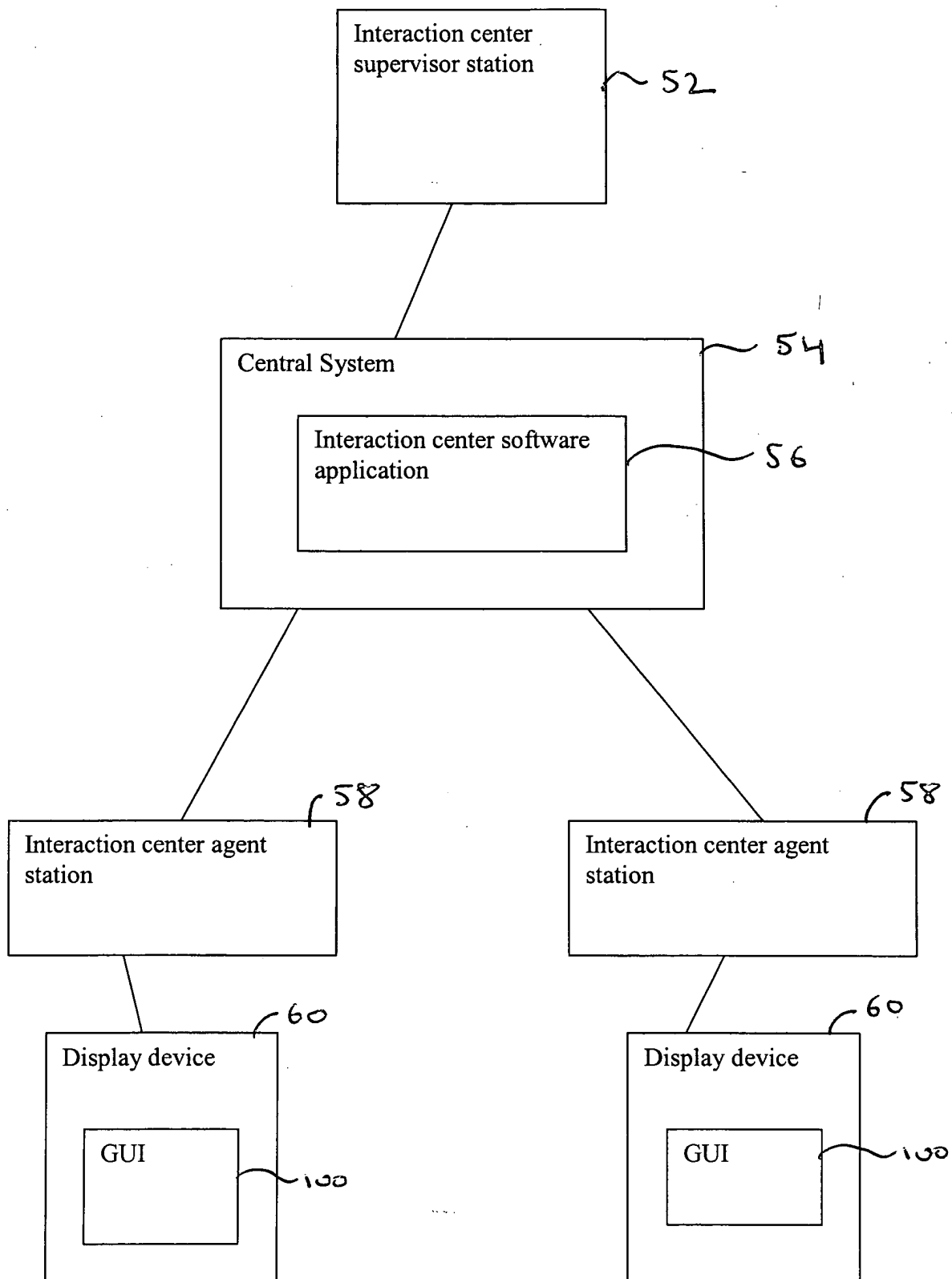


FIG. 1

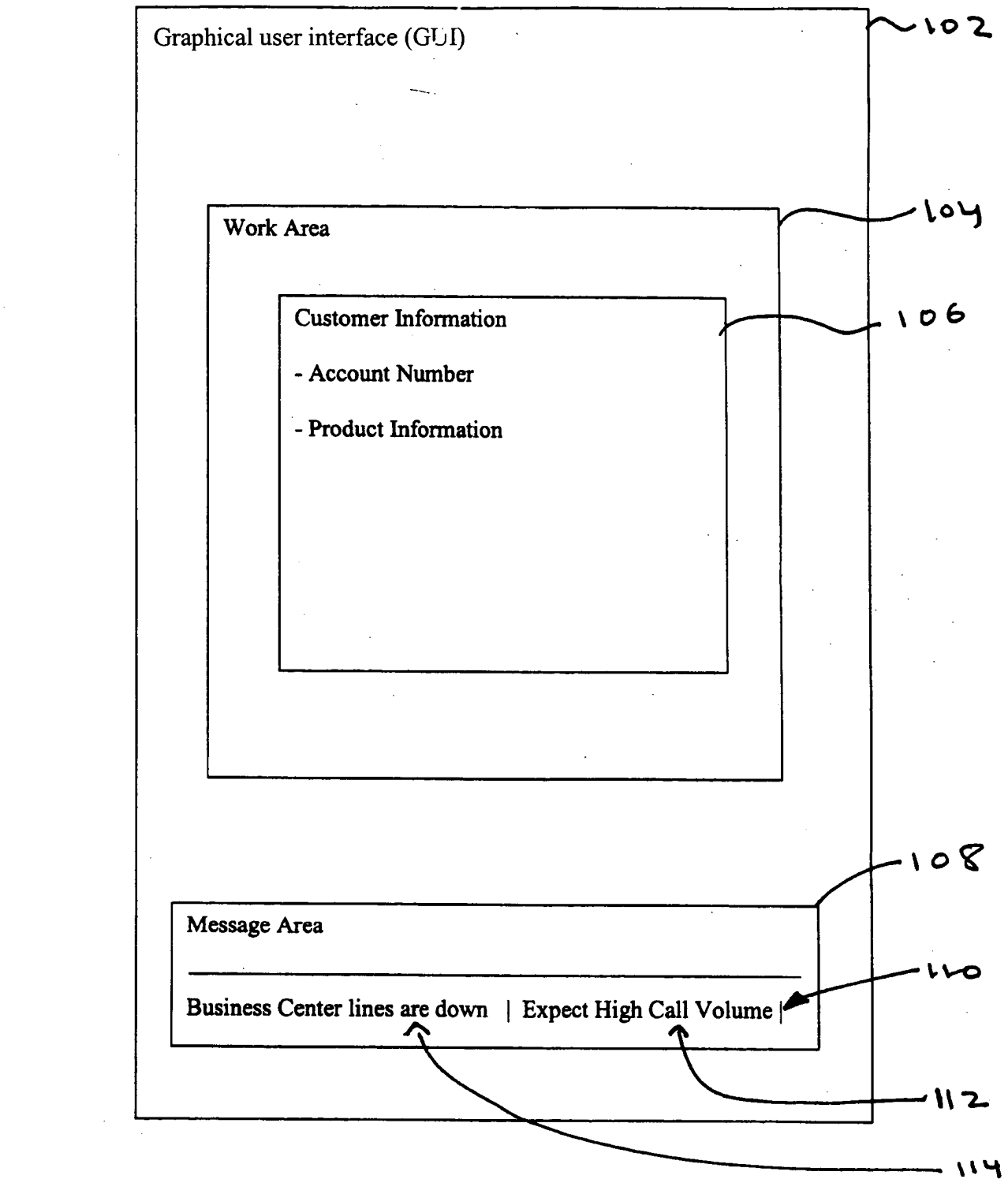


FIG. 2A

Applicant(s): Kumar et al.  
COMMON MESSAGE AREA FOR A CUSTOMER  
INTERACTION CENTER USER INTERFACE

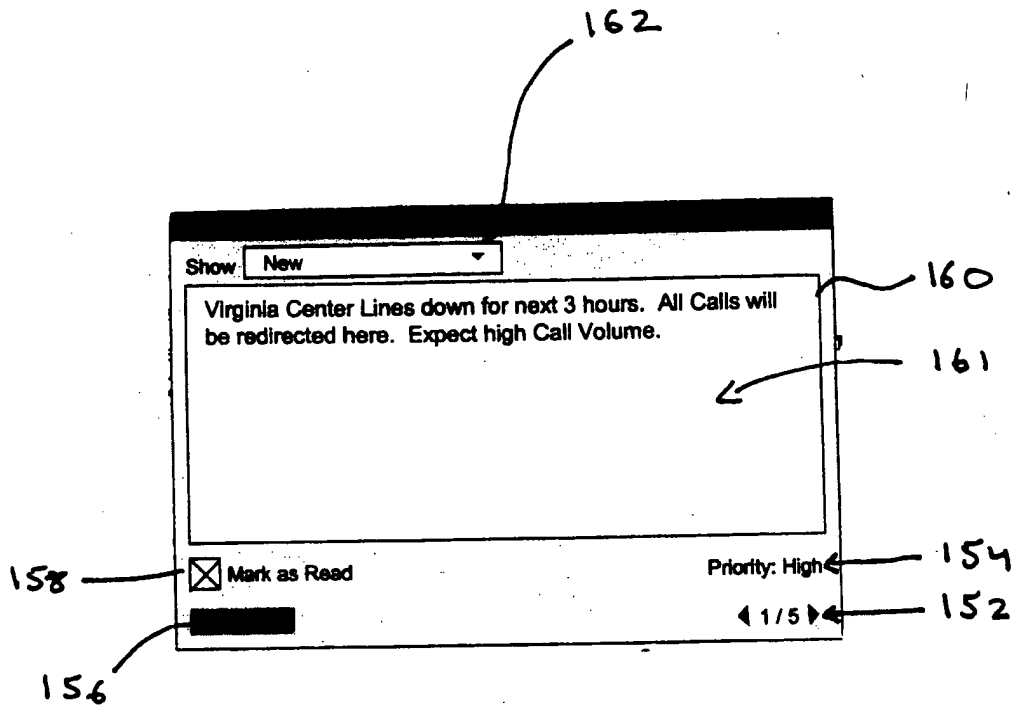


FIG. 2B

Applicant(s): Kumar et al.  
COMMON MESSAGE AREA FOR A CUSTOMER  
INTERACTION CENTER USER INTERFACE

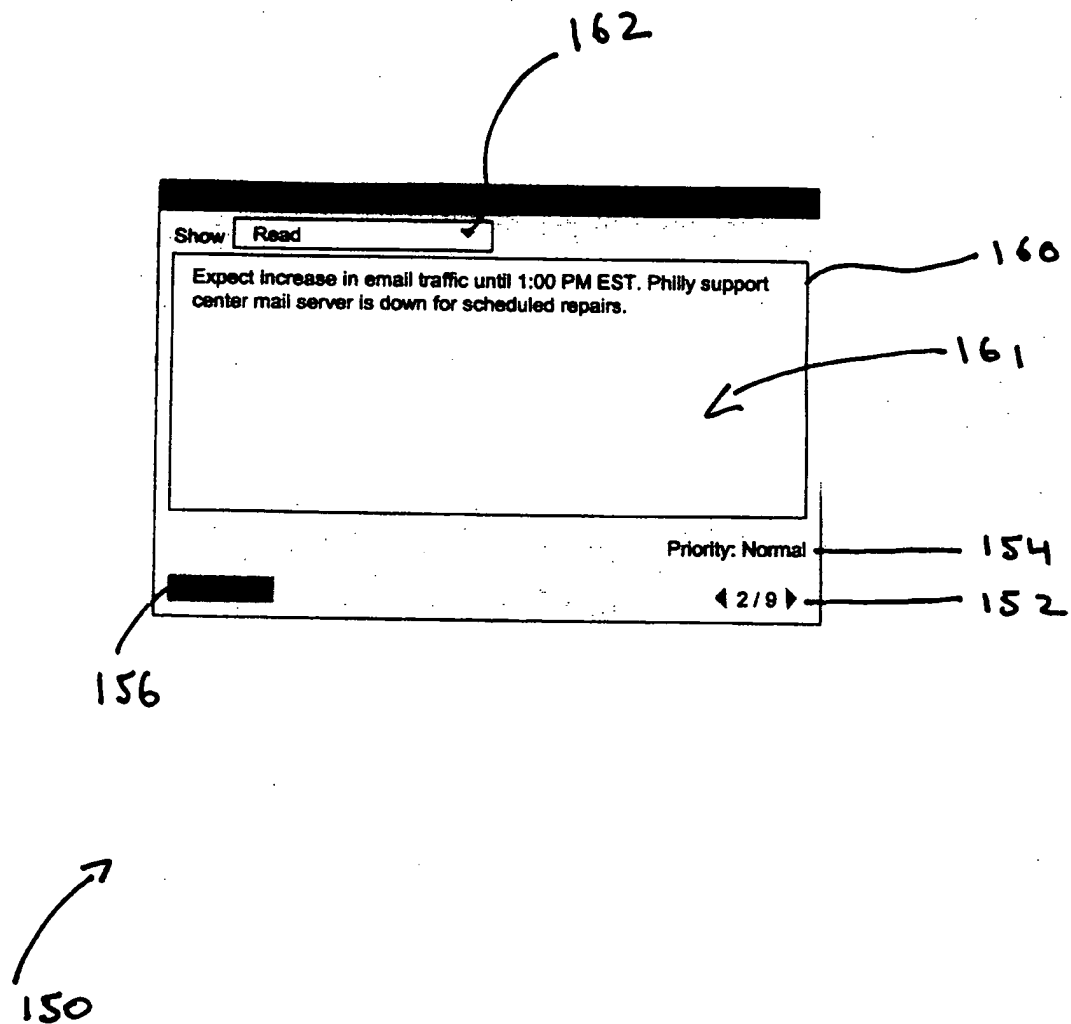


FIG. 2C

Applicant(s): Kumar et al.

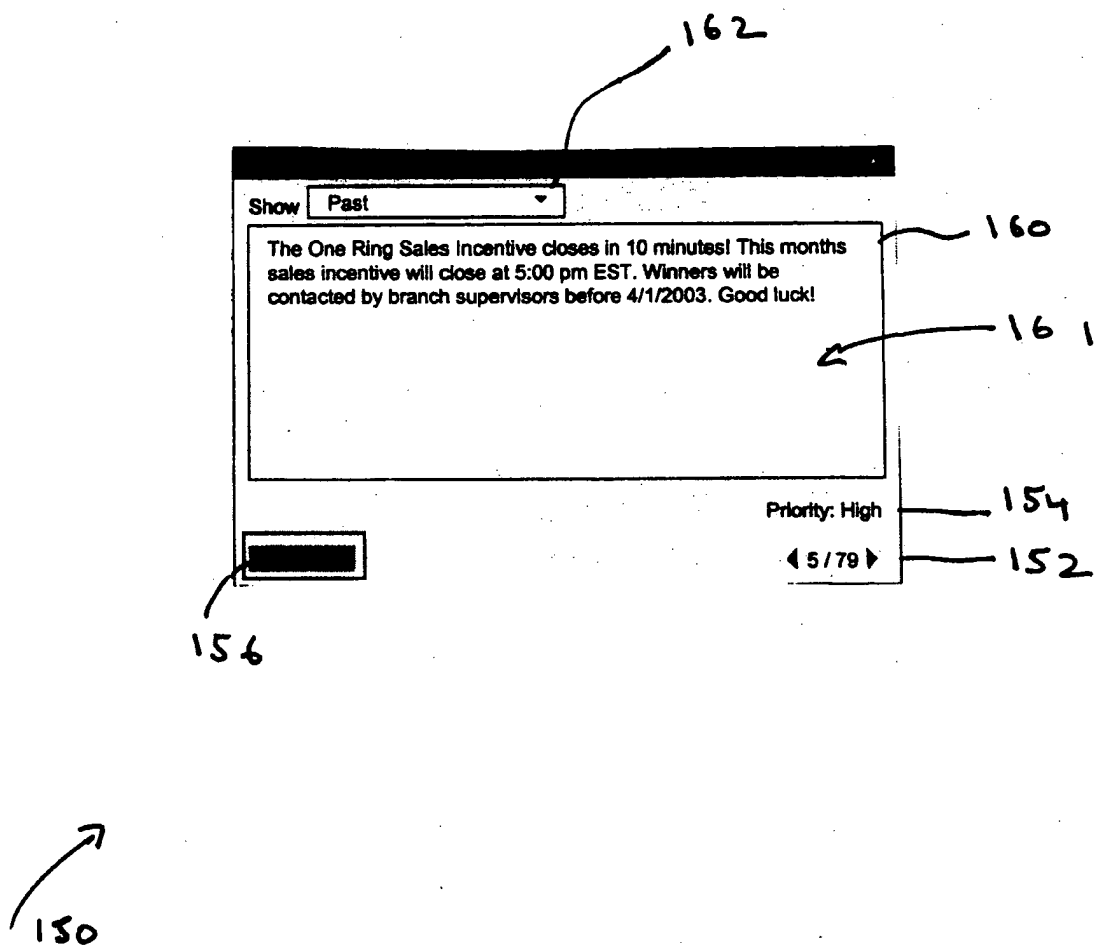
COMMON MESSAGE AREA FOR A CUSTOMER  
INTERACTION CENTER USER INTERFACE

FIG. 20

Applicant(s): Kumar et al.

COMMON MESSAGE AREA FOR A CUSTOMER  
INTERACTION CENTER USER INTERFACE

The screenshot shows a message form with the following fields and controls:

- To:** MR. SMITH (202)
- Message Title:** Please call Mr. Terry White (204)
- Long Text:** Mr. Terry White needs some immediate assistance with his washing machine. It is flooding his Laundromat. (206, 208)
- Duration:** 1 Hours (210) Min
- Priority:** High (212)
- Buttons:** A dark button (214) and a "Cancel" button (216).

Handwritten annotations include a large arrow pointing to the form labeled "200" and the numbers "214" and "216" below the buttons.

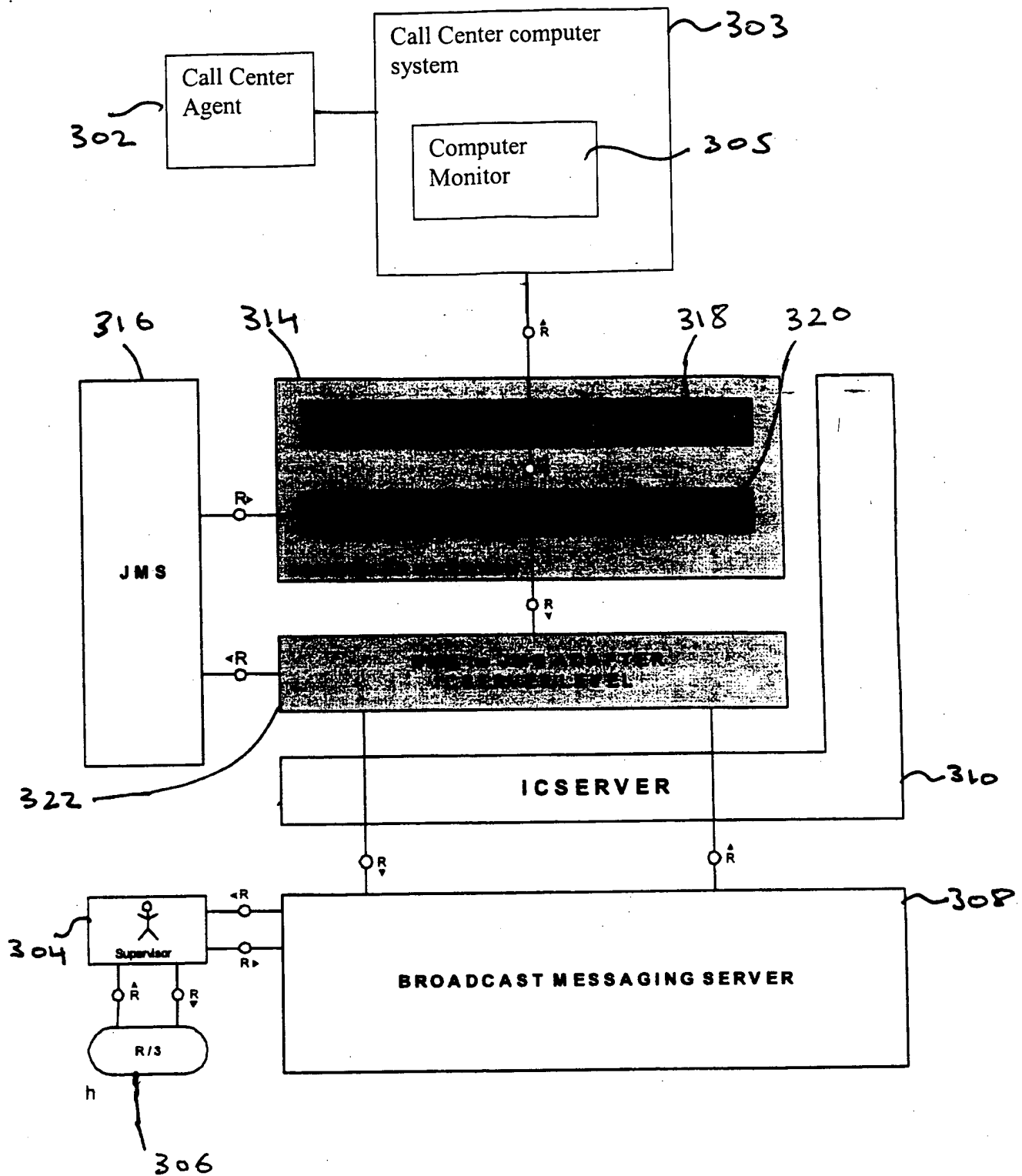
FIG. 2E

Broadcast Messages	Created by	Date	Time
<input type="checkbox"/> Title			
<input type="checkbox"/> Virginia center lines are down for next 3 hours	Peter	Mon 11/03/2001	11:30 am
<input type="checkbox"/> Company CEO makes a presentation	Sales Dev.	Mon 11/03/2001	11:25 am
<input type="checkbox"/> New Sales shipping deadlines	Sales Dev.	Mon 11/03/2001	11:10 am
<input type="checkbox"/> Research center for emerging technologies	Sales Dev.	Mon 11/03/2001	10:30 am
<input type="checkbox"/> Information only for agents dealing with [REDACTED] calls	Peter	Mon 11/03/2001	10:30 am
<input type="checkbox"/> New Press Policy - Urgent	Public Relations	Fri 10/28/2001	09:45 am
<input type="checkbox"/> Updated feedback forms - now available	HR	Fri 10/28/2001	08:30 pm
<input type="checkbox"/> Economy reports - please read	Sales Dev.	Fri 10/28/2001	10:35 am
<input type="checkbox"/> Company Christmas Party is postponed till 12/27	HR	Fri 10/28/2001	09:15 am
<input type="checkbox"/> Customer Services groups weekly meeting	Sales Dev.	Fri 10/28/2001	10:35 am
<input type="checkbox"/> New product presentations at 12:30 (during lunch)	Sales Dev.	Thu 10/27/2001	10:15 am
<input type="checkbox"/> Need volunteers for late night shifts on Wednesday	Product Mgt.	Thu 10/27/2001	05:48 am
<input type="checkbox"/> 401K enrollment deadlines	HR	Thu 10/27/2001	03:13 am
<input type="checkbox"/> Going away party for George	HR	Thu 10/27/2001	04:32 am
<input type="checkbox"/> Database systems might be slow for 30 minutes	Peter	Thu 10/27/2001	06:50 am
<input type="checkbox"/> Mark As Read			

250

F16.3



Applicant(s): Kumar et al.  
COMMON MESSAGE AREA FOR A CUSTOMER  
INTERACTION CENTER USER INTERFACE

300

FIG. 4